

AGENDA

1.30-2.00

Registration

2.00-2.05

Welcome

2.05-2.35

Murali
Ramakrishnan
USQ

Finding your way in
the IT SM forest

2.35-2.55

Ralph Gray
Golden Pelican IT Consulting
COBIT5 and ISO/IEC
2000—what the
changes mean for you?

2.55-3.25

Coffee Break

3.25-3.35

Sponsor
Presentation

3.35-4.05

Paul Collins
SkillsTX

The rise of EX in the
data economy

4.05-5.00

Close & Networking

itSMF AUSTRALIA

QLD Q2 2019



Murali
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Ralph Gray
Golden Pelican IT Consulting



Paul Collins
SkillsTx

HOLISTIC SERVICE MANAGEMENT

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12th JUNE 2019

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We've got a great link up this quarter, taking a holistic view we are going to look at skills, implementation and Ralph Gray's Part 2 of what's new in ITSM (focussing on COBIT and ISO 20000).

Murali Ramakrishnan, PhD Student, University of Southern Queensland
Finding your way in the IT Service Management forest.

Navigating inside the IT Service Management forest is not for the light-hearted. The forest is dense with many old trees and new trees like ITIL, ISO 20000, COBIT, VeriSM, SAFe, DevOps, Lean, CMMI-SVC. Even the seasoned trees are re-emerging with revisions like ITIL 4, COBIT 2019. Often, practitioners start admiring one tree and fail to appreciate the enormity and dynamic nature of the forest. It is important to realise that the Service Management forest is an ecosystem. There are symbiotic relationships between process frameworks, tools and skills.

In this talk, we will introduce a knowledge platform designed to provide the big picture. The knowledge repository will present a high-level view the Process Reference Frameworks, skills and tools. The knowledge repository is expected to be continually evolving with inputs from the ITSM community.

The talk will show how the knowledge repository can be leveraged at an individual level and organisational level.

RALPH GRAY, IT Management Consultant & Trainer, Golden Pelican IT Consulting
COBIT5 & ISO/IEC 20000—what changes mean for you.

Both COBIT and ISO/IEC 20000 have had new versions published.

Ralph will give an overview of the major changes to the content and to the exam structure, spicing it up with a bit of opinion as well. He will then discuss the implications for organisations –they will now need to consider how this will affect them.

PAUL COLLINS, CEO, SkillsTx
The rise of EX in the data economy

We ARE facing a challenge, the data economy is consuming skills faster than we can acquire them. This presentation will highlight some high level trends driving the demand for skills, present some supporting research, including our own, that quantifies the scale of the challenge. Finally introducing some Employee Experience initiatives that are helping organisations compete for skills (or build them)